

**THE PRICE OF FREEDOM

IS VISIBLE HERE**

FY20 ANNUAL REPORT



VA

Boise VA
Medical Center

BOISE VA MEDICAL CENTER HEALTH CARE SYSTEM
BOISE · CALDWELL · TWIN FALLS · SALMON · MTN HOME · BURNS, OR

TO OUR STAKEHOLDERS

This past year has likely been the one of the most challenging for all of us as employees of the Boise VA Medical Center. Not only has COVID-19 impacted many of our work lives, it has also had significant impacts on our families, social lives, financial stability, routines, and health. I am so proud of what we have accomplished in caring for our veteran patients as well as the help we have provided to the broader community. I am also gratified by how our staff have balanced the many competing demands on them during this period. I would like to highlight some of our accomplishments over this past year.

Early on in the pandemic, we established a drive-thru screening process for veterans, employees, and other visitors. This required many volunteers to staff it, and a number of our employees provided hours of assistance in good and bad weather.

When COVID-19 began to spread, many of our staff immediately recognized the importance of testing. Understanding this, with the assistance of our Research, Lab, and Logistics Departments, we were able to purchase high-throughput testing equipment and supplies that allowed us to provide this service to veterans and staff who were symptomatic or needed surveillance testing. Additionally, the Boise VAMC provided assistance to the State of Idaho by providing COVID-19 testing to inmates at all of Idaho's prisons. In total, our medical center has completed over 52,000 tests.

Late in the year, the State Veterans Home had a significant COVID-19 outbreak. Numerous staff from around the facility volunteered to assist the State in caring for their facility's veterans as well as providing

education to State Home staff so that they were better equipped to take care of their patients. Many others stepped in to provide coverage across the medical center to make this assistance possible.

When the inpatient COVID-19 surge hit, we were prepared because of the work of staff across the facility. This included planning, logistical, engineering, education, financial, operational, staffing, etc. Ultimately, staff at the Boise VAMC stepped up to make our efforts successful. Many staff filled roles that they had not functioned in previously but did what was required to take care of our veteran patients.

Finally, when COVID-19 vaccine became available, many staff and volunteers jumped forward to assist. We were able to vaccinate a large number of veterans and staff in a very short period of time.

As we look to the future, it is my hope that we can use the learning we have gained during the pandemic to deliver even better care for our veterans and provide an improved workplace for all employees. Thank you to the staff and volunteers who have been so dedicated and hard-working this past year!

David Wood

OUR EXECUTIVE LEADERSHIP TEAM



Director
David Wood, MHA,
FACHE



Chief of Staff
Andrew Wilper, MD,
MPH



Associate Director
Nate Stewart



Chief Nurse
Angelina Knesel,
MSN, RN, CNL

STRATEGIC PLAN



VA | Boise VA
Medical Center

QUALITY AND PERFORMANCE IMPROVEMENT

Carry out the High Reliability Organization (HRO) transformation to strive for zero harm; promote and develop a just culture; build trust; empower staff; foster staff resilience; and influence team members to develop behaviors, processes, and technologies that result in the safest places to give and receive care.

Grow our process improvement and system redesign infrastructure as we strive to be an HRO. Provide Lean trainings to staff, encourage certifications, foster facilitator development and the use of group improvement boards.

Ensure an efficient transition to the new Primary Care (PC) reorganization.

Improve PC access by expanding evening services.

Improve hospital performance based on community performance comparisons per Hospital Compare and Strategic Analytics for Improvement and Learning (SAIL).

Maximize inpatient bed capacity.

Add resources to high priority clinical areas including primary care, pain management clinic, behavioral health, emergency department, surgery and other specialties to improve access and address increasing workload.

Expand operations of the new Cardiac Catheter Diagnostic Laboratory to include complex diagnosis and interventional cardiac and endovascular procedures.

Support National, Regional and VISN 20 Tele-Health organizations to achieve their strategic staff, space and production goals.

Improve management of chronic diseases like hypertension and congestive heart failure.

Enhance suicide prevention services and provide educational outreach to community.

Implement and ensure smooth transition to the VHA's new electronic health record.

VETERAN EXPERIENCE

Continuously improve Veterans' care experience with a proactive and personalized health care approach honoring Veterans' service and empowering them to achieve their greatest level of health/well-being. Provide exceptional experiences for all Veterans, their families, caregivers, and survivors from the first to last touch point. Shift focus from a specific ailment/disease to a holistic approach to support Veterans' personalized needs.

EDUCATION AND RESEARCH

Enhance educational mission by expanding resident education, faculty development and continuing Primary Care education. Provide and support staff and leadership development opportunities including Engage, Develop, and Grow through Education (EDGE) program, the Leadership, Effectiveness, Accountability and Development (LEAD) program, mentor certification, and VA opportunities. Continue development of research including clinical research trials.

EMPLOYEE ENGAGEMENT

Communicate VA and non-VA peers performance data to improve staff awareness. Share and use the annual All Employee Survey to improve employee engagement, psychological safety and to promote a safety culture. Empower all employees to be problem solvers, collaborators, innovators and reporters of safety concerns.



OUR SITES OF CARE

Boise VA Medical Center

500 W Fort St. Boise, ID 83702
(208) 422-1000

Canyon County CBOC

4521 Thomas Jefferson Dr. Caldwell, ID 83605
(208) 454-4820

Twin Falls CBOC

260 2nd Ave. East, Twin Falls, ID 83301
(208) 732-0959

Eastern Oregon Clinic

635 Highway 20 North Ste. 4 Hines, OR 97738
(541) 573-3339

Salmon Clinic

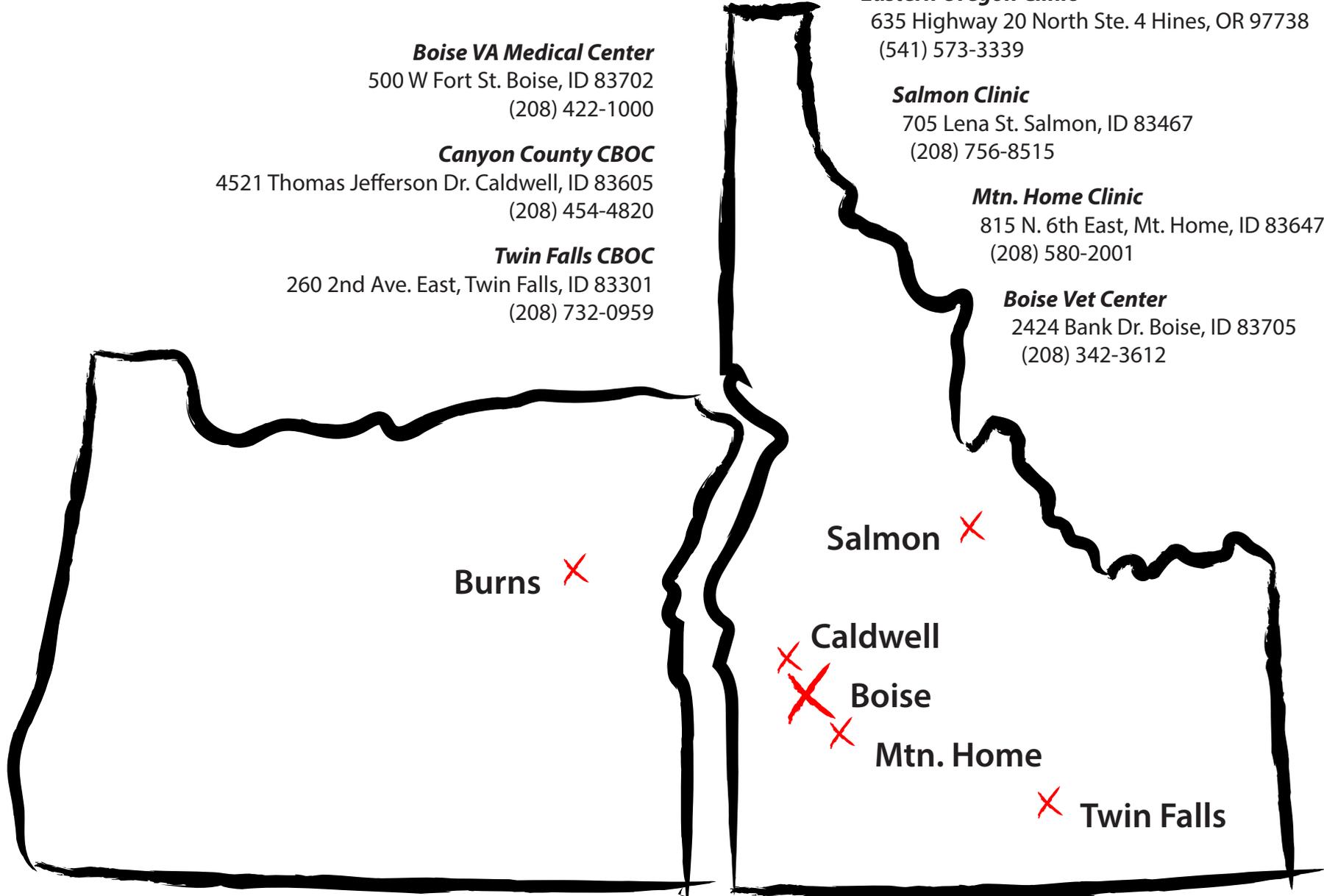
705 Lena St. Salmon, ID 83467
(208) 756-8515

Mtn. Home Clinic

815 N. 6th East, Mt. Home, ID 83647
(208) 580-2001

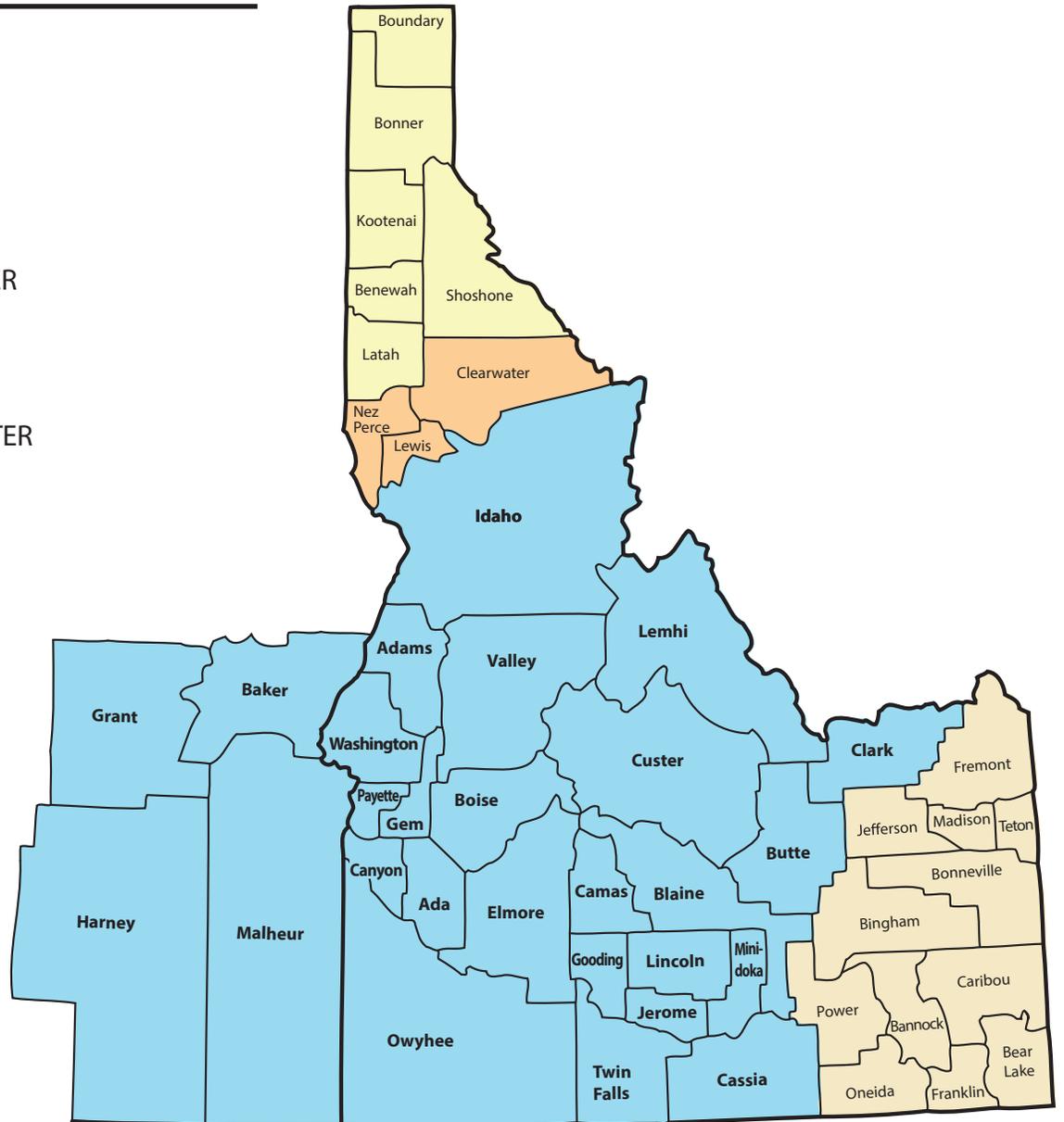
Boise Vet Center

2424 Bank Dr. Boise, ID 83705
(208) 342-3612



OUR CATCHMENT AREA

-  SPOKANE VA MEDICAL CENTER
-  WALLA WALLA VA MEDICAL CENTER
-  BOISE VA MEDICAL CENTER
-  SALT LAKE CITY VA MEDICAL CENTER



OPERATIONS OVERVIEW

COST & WORKLOAD

Admin: \$21.3m (+1.7m)
Medical: \$203.1m (+19.2m)
Collections: \$14.0m (-2.9m)
Facilities: \$20.9m (+4.4m)
Care in Community: \$73.2m (+37.7m)
Rural Health: \$4.4m (-4.2m)
ITOS: \$1.5m (-14k)
Research: \$217k (-191k)
TOTAL: \$325.0m (+56.9m)

COVID Costs
Medical: \$9.2m
Admin: \$49k
Facility: \$130k
Community Care: \$14.4m
TOTAL: \$23.8m

Operating Beds: **93**
Authorized Beds: **96**
Enrolled Veterans: **40,192**
Outpatient Visits: **398,727**
Hospital Admissions: **3,704**
Inpatient Days of Care: **23,668**
Community Care Program Referrals
(TriWest & VA): **30,841**

OPERATIONS OVERVIEW

FMS SERVICE (CONSTRUCTION)

Project Cost	Total	Construction Under Design in FY20	\$3,287,204
Construction Completed in FY20	\$3,563,000	Renovate Ward 2 Med/Surg	\$650,204
Replace Overhead Paging System	\$716,000	Repair Concrete Ceiling 46 and 67	\$5,000
Construct Pain Clinic	\$189,000	Expand Radiology	\$38,000
Replace X-Ray 1&2	\$40,000	Expand Parking Lot 7 and 10	\$45,000
Replace Freight Elevator	\$266,000	Remodel Medical Records	\$45,000
Test Electrical System	\$43,000	EHRM Infrastructure Upgrades	\$965,000
Expand Blood Draw	\$227,000	Construct Primary Care Building	\$1,482,000
Replace AHU 10, Bldg 77	\$320,000	Replace Chillers 109	\$28,000
Cath Lab Prep and Recovery	\$936,000	Create Parking Garage Top Exit Road	\$29,000
Redundant Chillers B.121 & B.122	\$366,000		
Replace Main Entrance Sign	\$45,000		
Fiscal Lease	\$80,000		
Eastern Oregon CBOC Lease	\$335,000		
Construction in Progress in FY20	\$ 13,717,000		
Expand Server Room	\$1,073,000		
Construct National Telehealth Hub	\$12,574,000		
Replace Bathrooms 1st Floor B.67	\$70,000		

**All dollar amounts are total construction and design costs to date

OPERATIONS OVERVIEW

SURGERY SERVICE

Total Cases:	1,710 (-381)
General	575 (-60)
Gyn	48 (+12)
Oral	11 (-19)
Ortho	485 (-126)
Otorhinolaryngology	0 (-72)
Podiatry	153 (-50)
Urology	365 (-47)
Vascular	73 (-19)

OPERATIONS OVERVIEW

PHARMACY SERVICE

Non-Formulary Consults: **5,320**

Non-Formulary Approvals: **90.5%**

Total RX Filled: **646,225**

Total cost savings/avoidance for local & national initiatives:

\$4,821,570

OPERATIONS OVERVIEW

HR / **STAFFING**

Total employees: 1,483

Students/Residents: 29

Full Time: 1,340

Part Time: 143

Gain: 464

Loss: 331

Turn Over Rate: 22%

Quits: 78

Retirements: 37

Terminations: 45

OPERATIONS OVERVIEW

TRAINING PROGRAMS

Health Professions Trainees: n= 37 (VA-paid) + 204 (WOC) + 63 (physicians on disbursement) = 304 total health professions trainees

Health Professions Programs:

Audiology, CRNA, Clinical Nurse Leader, Dietetics, Healthcare Mgmt, Laboratory, LPN, Medical Imaging, NP, Nursing, OT/OTA, Pharmacy, Phlebotomy, PT, PA, Physician (Internal Medicine, Family Medicine, Psychiatry) Psychology, Respiratory Therapy, Social Work, Speech Pathology and Surgical Technician

Medical Students - 81 rotated

Psychiatry Residency - 14

Internal Medicine - 32 in program during academic year

Chief Residents - 2

Chief Resident in

Quality & Safety - 1

128 Affiliations Agreements with over **70** institutions of higher learning

**Education runs on an academic year. Report includes July 1, 2019 thru June 30, 2020.*

***Covid Impact – There were fewer trainees rotating at BVAMC secondary to health professions schools and universities pulling trainees from rotations as well as lower preceptor availability.*

SPECIAL PROGRAMS OVERVIEW

VETERANS JUSTICE OUTREACH PROGRAM

Assisting Veterans in Veterans Treatment Courts in:
Ada County, Canyon County, and Twin Falls.

Hosted **4** Veterans Will Clinics in collaboration with the Idaho Military Legal Alliance and Concordia University.

Assisted over **98** veterans in completion of Wills, Durable Power Of Attorney for Health Care and Living Wills.

In collaboration with the Idaho Volunteer Lawyers Program, provided **12** legal clinics to veterans.

Veterans Justice Outreach continues to support Crisis Intervention Trainings in the community with Local Law Enforcement.

SPECIAL PROGRAMS OVERVIEW

HOMELESS VETERANS PROGRAMS

792	Uniques
4719	Encounters
364	Consults
226	HUD VASH vouchers
100	Unsheltered Veterans offered support services
85%	Housed w/in 90-days of referral
86%	Employed at program discharge
11%	Female
13%	Post 911
66	(Covid restricted) Stand Down participants
23	(Covid Restricted) VA2k participants

SPECIAL PROGRAMS OVERVIEW

WOMEN VETERANS PROGRAM

Unique Women Vets - 3,245

27 - Designated Women's Healthcare Providers

83% of women veterans seen by Designated Women's Healthcare
Providers

301 - Screening Mammograms

188 - Female Diagnostic Mammograms

57 - Male Diagnostic Mammograms (32.65% increase from FY18)

284 - Pap Smears

SPECIAL PROGRAMS OVERVIEW

VOLUNTARY SERVICE & CRISIS FUND PROGRAM

21,389 hours volunteered

122 Active Volunteers

\$52,488 in monetary donations

\$160,065 in item donations

Total Donations: **\$212,533**

Total Expenditure of Donated Funds: **\$43,140**

12,201 masks gathered/donated

Coordinated DAV rides in the absence of DAV coordinators.

Implemented and coordinated Uber rides to provide transportation support for Veterans.

Assisted with volunteer support to COVID screening and vaccine clinic operations.

Established dry food pantry due to increasing need by our Veterans impacted by COVID.

SPECIAL PROGRAMS OVERVIEW

SUICIDE PREVENTION PROGRAM

Unique Veterans Identified as 'High Risk' - **59**

Reported Suicide Attempts - **104**

Reported Suicide Completions - **8**

Veterans monitored per protocol - **52**

Veterans Connected thru the Veterans Crisis Line: **498**

Veterans currently on the REACH VET List: **32**

Total number of REACH VET identified veterans **483**

Outreach activities in the community conducted to
promote suicide prevention - **71**

OPERATIONS OVERVIEW

COVID19 **WORKLOAD**

COVID Screenings:

Employee - 157,000

Veteran/Visitors - 69,700

COVID Tests:

Employees - 1,944

- Symptomatic - 641
- CLC Surveillance - 830
- Non CLC Surveillance - 473

Veteran Tested - 825

- Symptomatic - 709
- Pre-Procedure - 116

COVID Vaccines:

**COVID19 vaccines did not arrive until FY21*